

## WOMEN'S CARE FLORIDA AND AFFILIATE ORGANIZATIONAL COMPACT



Physician Leadership	Management	Providers
<b>Quality</b>		
Demonstrate support for process and policy development and execution to ensure evidence-based guidelines and best safety practices are followed.	Provide guidance of, and monitor compliance with, processes and policies and ensure evidence-based guidelines and best safety practices are followed.	Adopt updated process and policy standards to ensure evidence-based guidelines and best safety practices are followed.
Understand and effectively communicate changing market conditions.	Create an environment of support and awareness for the understanding and communication of market conditions to Physician Leadership and Providers.	Attend training, meetings, and read communications regarding changing market conditions.
Support a patient-centric environment.	Create processes to support a patient-centric environment.	Adopt and utilize training and tools to create and sustain a patient-centric environment.
Lead and collaborate in systems, EHR, and process improvement ideation.	Ongoing analysis, development, and improvement of EHR and processes utilizing industry best practices and end-user feedback.	Utilize all functionality within EHR and adapts to changes, improvements, and follows all security protocols. Adopt and support improved processes.
<b>Respect</b>		
Greet all staff warmly and with courtesy. Refer to all staff by their names. Use pleasantries (good morning, thank you, etc.) in line with "START with HEART".	Greet all staff warmly and with courtesy. Refer to all staff by their names. Use pleasantries (good morning, thank you, etc.) in line with "START with HEART".	Greet all staff warmly and with courtesy. Refer to all staff by their names. Use pleasantries (good morning, thank you, etc.) in line with "START with HEART".
Demonstrate respect (personal, professional, cultural) for all staff, peers, physicians, leaders, and patients. Maintain composure in all situations and do not use inappropriate tone or demeaning language to address others.	Demonstrate respect (personal, professional, cultural) for all staff, peers, physicians, leaders, and patients. Maintain composure in all situations and do not use inappropriate tone or demeaning language to address others.	Demonstrate respect (personal, professional, cultural) for all staff, peers, physicians, leaders, and patients. Maintain composure in all situations and do not use inappropriate tone or demeaning language to address others.
Utilize HEART skills (awareness, listen, connect, hear, empathize, apologize, respond, thank) to ensure that communication is clear, concise, and relevant to the audience.	Utilize HEART skills (awareness, listen, connect, hear, empathize, apologize, respond, thank) to ensure that communication is clear, concise, and relevant to the audience.	Utilize HEART skills (awareness, listen, connect, hear, empathize, apologize, respond, thank) to ensure that communication is clear, concise, and relevant to the audience.
<b>Empathy</b>		
Manage change effectively and efficiently, with clarity of purpose for each.	Manage change effectively and efficiently, with clarity of purpose for each.	Accept and implement change with enthusiasm.
View each situation 360 degrees and evaluate what is best for the organization, the unit, the staff, the provider, and the patient.	View each situation 360 degrees and evaluate what is best for the organization, the unit, the staff, the provider, and the patient.	View each situation 360 degrees and evaluate what is best for the organization, the unit, the staff, the provider, and the patient.
Recognize and honor that needs may vary between peers, staff, leaders, and patients.	Recognize and honor that needs may vary between peers, staff, leaders, and patients.	Recognize and honor that needs may vary between peers, staff, leaders, and patients.

<i>Compassion</i>		
Provide the tools necessary for providers to provide compassionate care.	Provide the tools necessary, and support people, processes, and systems to provide compassionate care.	Practice compassionate care.
Respect the patient-physician relationship.	Respect the patient-physician relationship.	Demonstrate mastery of effective and appropriate patient-physician relationships.
<i>Accountability</i>		
Provide leadership with integrity; say what you mean and mean what you say.	Provide leadership with integrity; say what you mean and mean what you say.	Display integrity and empathy in every aspect of patient care, policy adherence, and individual interactions with staff. Maintain confidentiality in all relationships.
Lead assertively and without placing blame.	Foster an environment of collaboration which is free of blame.	Take personal responsibility, executes initiatives, and perform duties without placing blame.
Participate in recruitment efforts to ensure hiring of highest caliber physicians and staff.	Recruit highest caliber physicians and staff.	Readily accept new hires into the practice and exhibit enthusiasm for partnering in the onboarding process.
Attend meetings and materially participate in all discussions. Lead organizational committees.	Attend meetings and materially participate in all discussions. Facilitate organization of committees.	Attend meetings and materially participate by providing constructive feedback. Participate in committees and seek opportunities to improve all aspects of the organization.
Participate in productive, two-way communication with peers, leaders, staff, physicians, and patients utilizing "Respond with HEART" feedback.	Participate in productive, two-way communication with peers, leaders, staff, physicians, and patients utilizing "Respond with HEART" feedback.	Participate in productive, two-way communication with peers, leaders, staff, physicians, and patients utilizing "Respond with HEART" feedback.
<i>Excellence</i>		
Attend and encourage physicians and staff to act consistently with customer service training.	Develop, administer, and maintain customer service program and act consistently with customer service standards.	Demonstratively serve as a role model by utilizing HEART customer service training in all aspects of practice and communication.
Attend and encourage physicians and staff to attend leadership training.	Develop, administer, and maintain leadership training.	Exhibit enthusiasm for training opportunities.
Demonstrate support for process and policy development and execution to ensure effective and cost-efficient care.	Provide guidance of, and monitor compliance with, processes and policies to ensure effective and cost-efficient care.	Adopt updated process and policy standards to ensure effective and cost-efficient care.

Signature
Name
Date